Cortelco Telephone Users Guide
Cortelco Colleague Caller ID Type II – Model 2210

RINGING

One Ring – Call from within the system
Two Rings – Call from outside the system
Three Rings – A call has been sent thru with PRIORITY status
½ Ring – Send Calls (to coverage) or Call Forwarding is active

TONES

Beep-Beep-Beep – Confirmation Tone – Feature has been activated or deactivated
**Fast Busy/Reorder Tone –** Hang-up and try again
Long Beep – Coverage Tone – The call is being forwarded to the extension programmed to cover the calls.

INSTALLATION

Please make sure that the power adapter is plugged into an active wall outlet, and the telephone line is connected to an active telephone jack. If you are still having problems, please call the Telephone Support Office at x2562.

TELEPHONE IDENTIFICATION

1. Handset Hook
2. Store Button
3. Volume Button
4. Mute Button
5. Memory Dial Button
6. Handset Cord Jack
7. Line Cord Jack
8. Data Cord Jack
9. Hook Switch
10. Delete Button
11. Review Up/Down Buttons
12. LCD Display
13. Menu Button
14. Green Message/Extension in Use LED
15. Red New Call LED
16. Dial Button
17. PBX 24/90V Message LED
18. Multi-Angle Display
19. Flash Button
20. Options Button
21. 10 Auto Memory Buttons
22. Tone/Pulse Switch
23. Ringer Volume Switch
24. Speakerphone Volume
25. 2.5mm Headset Jack
26. Microphone
27. RJ-Type Headset Jack
28. Microphone
29. Hold LED
30. Hold Button
31. Speakerphone/Headset LED
32. Speakerphone/Headset Button
33. Redial Button
34. Pause Button
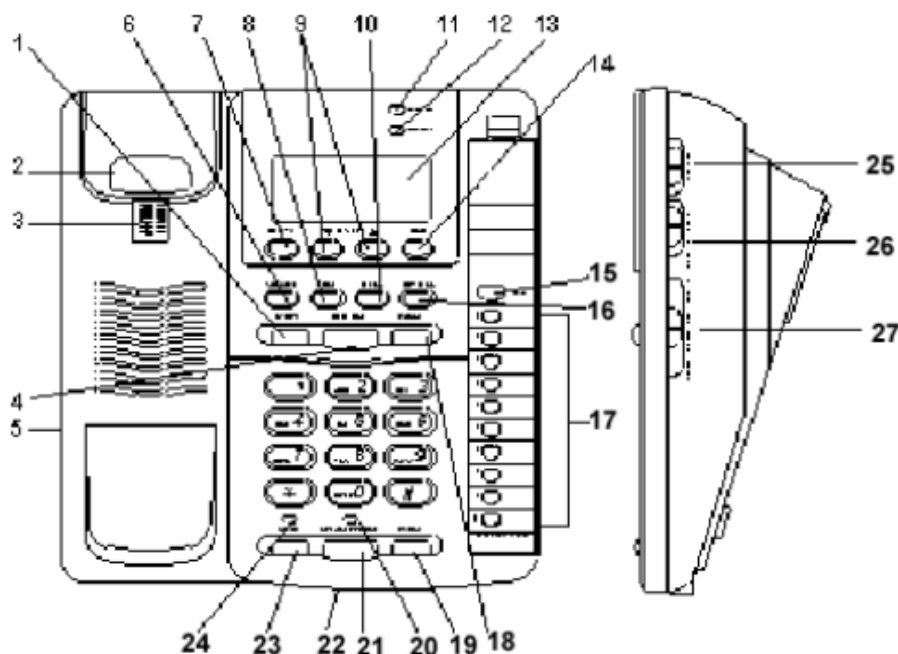
FEATURES

PULSE DIALING – UWSP lines accepts touch-tone dialing, make sure the **PULSE/TONE** switch is set to the Tone position.
   *Note: In order for the Caller ID callback to work you must set the **PULSE/TONE** switch to the Tone position.*

RECEIVING A PHONE CALL
1. Be sure the **RINGER** switch is set to the **HI** or **LOW** position.
2. When the phone rings and the caller's information shows on the display window, lift the handset or press the **SPEAKERPHONE** button and begin your conversation.
3. Set the Ringer switch to the **OFF** position when you do not want to be interrupted by the phone ringing. Remember to set the ringer switch back to Hi or Low when you want to receive calls again.

PLACING A PHONE CALL
1. Lift the handset or press the **SPEAKERPHONE** button and wait for a dial tone.
2. Dial the telephone number you wish to call. The number will appear on the display window.

SPEAKERPHONE BUTTON (AC Adaptor must be used to ensure proper function)
- ► Receiving Incoming Calls
    1. When the phone rings and the callers information shows on the display window, press and release the Speakerphone button and talk normally into the built-in microphone from a distance of 5-6 inches.
    2. You can adjust the volume of the caller's voice by sliding the **VOLUME CONTROL** on the right side of the phone.
    3. After the conversation has finished, press the **SPEAKERPHONE** button to hang up.
- ► To Make a Call
    1. Press and release the **SPEAKERPHONE** button.
    2. When you hear a dial tone, dial the number or press the auto memory button just as you would on any other push-button telephone. The number will appear on the display window.
    3. When your party answers, adjust the sound level of his/her voice by sliding the **VOLUME CONTROL** located on the right side of the phone.
    4. After the conversation has finished, press **SPEAKERPHONE** to hang up.

DURATION COUNTER – A built-in counter will start counting from your reference 6 seconds after you lift the handset or 6 seconds after you dial a telephone number.

MUTE BUTTON – Press **MUTE** to speak without the person on the phone hearing your conversation. The **MUTE** indicator will light up and remain lighted until you resume your conversation. To resume your conversation, press **MUTE**. The **MUTE** indicator will go out and your call can continue.

AUTOMATIC MEMORY
- ► To Store A Number In Memory
    1. Press the **STORE** button, **[MEMORY STORING]** appears on the display window.
    2. Dial the telephone number (15 digits maximum) to store in memory.
       Note: The memory locations can be chained together to store numbers of longer length.
    3. Press **STORE** again.
    4. Press the desired memory location
       • To store in an auto memory button (located on right-hand side of base) – Press 1, 2, 3 … or 10).
       • To store in a keypad memory location – Press one of the keypad button (1, 2, 3, or 0).
    5. Use pull out memory index to write in name and the memory button where it is stored.
- ► To Dial A Phone Number In Memory
    1. Lift the handset and wait for a dial tone.
    2. Press any memory location
       • To dial an auto memory button (located on right-hand side of base) – Press the desired auto memory button (1, 2, 3 … or 10).
       • To dial a keypad memory location – press the MEM DIAL button first, and then the desired keypad button (1, 2, 3 … or 0).
    3. The number will be displayed and dialed automatically.

VOLUME BUTTON – A built-in amplifier feature allows you to increase the listening volume in the receiver of the handset when speaking with your party. When needed, press the **VOLUME** button to achieve three different levels. The volume will remain at last setting after you hang up the handset.

REDIAL BUTTON
1. If the number you dialed is busy, or you want to call the last number dialed again, lift the handset, or press and release the switchhook for a new dial tone.
2. Press **REDIAL**. The number will appear on the display window.
3. The last number called (31 digits maximum) will automatically be redialed.

PAUSE BUTTON – The **PAUSE** button allows you to insert a 3.6-second pause in the dialing sequence. This is particularly useful when you must dial an access code (usually the number 9) to obtain an outside line.
1. Press the **PAUSE** button once and release at any point in the dialing sequence where a pause is desired.
2. The **PAUSE** button can be pressed more than once to create a longer pause.

HOLD BUTTON
1. To place a call on hold, press the **HOLD** button and hang up the handset. The **HOLD** indicator will light up and remain lighted until you resume your conversation.
2. To resume your conversation, lift the handset or that of any extension phone on the same line or press and release **SPEAKERPHONE**. The **HOLD** indicator will go out and your call can continue.

FLASH BUTTON – This telephone provides a line break signal for convenient use of Call Waiting.
1. While having a conversation, another party calls and you hear a tone.
2. Press the **FLASH** button once and release. The first conversation is placed on hold and the second call can be answered.

3. Press **FLASH** button again and release. The first caller can be spoken to again and the second call is placed on hold.

Flash can also be used when storing numbers in memory locations to transfer a call to a new extension.

HEADSET COMPATIBLE – This telephone will accept a 2.5mm cell phone-style headset or an RJ-type headset. To enable headset mode, move the switch on the right side of the phone to the ON position. The SPEAKERPHONE button is used to connect or disconnect from a call.

Note: With the headset switch turned to the ON position, the speakerphone feature will be disabled.

CALL WAITING DISPLAY – Call Waiting Caller ID not only tells you there is another call waiting, but lets you know who the caller is before you answer it. The call waiting information will be shown on the unit's display.

The CALL WAITING (CW) symbol will flash for 16 seconds along with the telephone number and name of the person who is on call waiting. Press the FLASH button to put the existing call on hold and answer the new call.

No matter whether you answer the call or not, the Call Waiting Caller ID will store the call information for future reference.

CONFERENCE CALL – The Cortelco phone is analog. It allows you to conference up to 3 people (including yourself). To place a conference call:
1. Dial the first number.
2. Press the switchhook.
3. Dial the number of the third party and wait for an answer.
4. Once answered, press the switchhook. All parties are now connected.

CALLER ID FEATURES

MESSAGE LIGHT – An indicator marked **NEW CALL** will light up to let you know when there are new calls received. With voice mail, an indicator marked **MESSAGE** will flash to alert you to check for new messages. The **MESSAGE** indicator also monitors the unit's situation. When the phone is in use, the **MESSAGE** indicator will be on continuously. If the indicator is flashing quickly, it means the phone is ringing. If it is not ringing and the light is flashing, the unit has experienced a power outage.

RECEIVING CALLS –
1. When the telephone is not in use and a new call is received, the display will show the *NEW* symbol, the phone number, the caller's name, and time and date of the call for 20 seconds. The *RPT* (repeat) symbol will appear if the call has come in more than once.
2. After 20 seconds with no activity, the display will default to the Stand-By screen and remain on until another call is received or a button is pressed. This will show you the total number of calls stored and how many new calls that have not been reviewed.

REVIEWING CALLS –
1. When the NEW symbol is flashing on the Stand-By screen, you have new incoming calls. Next to the NEW symbol is the total number of new calls. Press the **REVIEW UP** or **REVIEW DOWN** button to review the incoming stored calls.
2. The *NEW* symbol attached to each call will be removed after you review the call.
3. If the *NEW* symbol is still flashing when the display goes back to the Stand-By screen, there are new calls that you have not yet reviewed.
4. The reviewed number can be stored into any of the auto memory buttons or keypad memory locations by pressing the STORE button first, then one of the memory buttons.
5. When you have reached the end of the call records, the display will indicate [-END OF LIST-], confirming there are no more calls stored. *Note:* If the telephone number received is more than 10 digits, the unit will only store the last 10 digits into memory.

DELETING CALLS –
1. To delete an individual call: When reviewing calls, you can delete an individual call by pressing the **DELETE** button once. The display will be erased line by line and the rest of the records will be renumbered.
2. To delete all calls: When reviewing calls, you can delete all calls by pressing and holding **DELETE** for more than 3 seconds. Then [DELETE ALL] will appear. Press DELETE to confirm you really want to erase all records. [-NO CALLS-] appears on the display to show there are no calls stored in memory.

CALLBACK – When reviewing received calls, there are two ways to dial the telephone numbers shown on the display by pressing DIAL.
1. With the handset in its cradle (on-hook), press **DIAL**. [PICKUP PHONE…] will appear in the LCD display to ask you to pick up the handset. The number will be dialed after you pick up the handset.
2. If you pick up the handset, review the calls, and press **DIAL**, the displayed number will be dialed immediately.

Note: The HANDSET symbol will light up in the upper left hand corner of the LCD display when the handset is picked up.

If [SET AREA CODE] appears prior to [PICKUP PHONE…] or dialing, it means you have not programmed the local area code. Please hang up the telephone and program the area code.

1. If a local call (a telephone number with the same area code as you set) is reviewed and its 7-digit number displayed, press **DIAL** to dial the number displayed.
2. If a long distance call (a telephone number with a different area code than you set) is reviewed and its 10-digit number (3-digit area code + 7-digit telephone number) is displayed, press **DIAL** to dial the number displayed.

OPTIONS BUTTON – The OPTIONS button allows you to change the format of the displayed number. The available format follows:
- 7-digit   7-digit telephone number
- 10-digit   3-digit area code + 7-digit telephone number
- 11-digit   long distance code 1 + 3-digit area code + 7-digit telephone number

If a local call, and its 7-digit number is displayed:
- Pressing **OPTIONS** once will change it to a 10-digit format (your area code + 7-digit number).
- Pressing **OPTIONS** twice will change it to an 11-digit number (1 + your area code + 7-digit telephone number).
- Pressing **OPTIONS** three times will go back to the original 7-digit telephone number.

For example: Your area code is 205, and you are reviewing telephone number 785-2883. When the desired format of the telephone number is reached, press **DIAL** to dial the displayed number.

Note: Since the LCD can only display 10 digit telephone numbers, when you change the format to 11-digits, only the first 10 digits can be seen, but it will dial 11-digits after you press **DIAL**.

If a long distance call, and its 10-digit number is displayed:
- Pressing **OPTIONS** once will change it to a 11-digit format (1 + 3-digit area code + 7-digit number).
- Pressing **OPTIONS** twice will remove the 3-digit area code and change to display only the 7-digit telephone number.
- Pressing **OPTIONS** three times will go back to the original 10-digit telephone number.

For example: Your area code is 205, and you are reviewing telephone number 914-656-5756. When the desired format of the telephone number is reached, press **DIAL** to dial the displayed number.

MESSAGE ERROR – The display indicates [-ERROR-] if your unit receives a call that has an error in the transmission or reception.

NO DATA SENT – [-NO DATA SENT-] will be displayed if there is no caller ID (CID) number sent from the telephone company while ringing.

PRIVATE CALLS –
- If the caller has exercised the option to block his number from being sent, [PRIVATE NUMBER] and his name will alternately display on the screen when this information is received.
- If the caller has exercised the option to block his name from being sent, [PRIVATE NAME] and his telephone number will be displayed on the screen.
- If the caller has exercised the option to block his name and number from being sent, then [PRIVATE CALLER] will be displayed on the screen.

UNKNOWN CALLS –
- When the telephone company is unable to provide information of the caller's telephone number, [UNKNOWN NUMBER] and his name will alternately display on the screen when this information is received.
- When the telephone company is unable to provide information of the caller's name, [UNKNOWN NAME] and his telephone number will be displayed on the screen.
- When the telephone company is unable to provide information of the caller's name and number, [UNKNOWN CALLER] will be displayed on the screen.

TROUBLESHOOTING

*If you cannot fix the problem using these instructions, please call Pat Literski at (715) 346-4130, or email pliatersk@uwsp.edu.

PHONE DOES NOT RING –
1. OFF/LOW/HI ringer switch is set to **OFF** position.
2. Line cord is disconnected at telephone outlet or at telephone end.
3. Phone is **OFF HOOK**. Make certain the switchhook is depressed when the handset is in the cradle.
4. **SPEAKERPHONE** indicator is on. Turn off speakerphone.

NO DIAL TONE – wire is disconnected at telephone jack or at wall jack.

HAVE DIAL TONE, BUT CANNOT DIAL OUT – Check if the PULSE/TONE switch is at the correct position.

REDIAL BUTTON DOES NOT FUNCTION – The telephone may have been momentarily disconnected from the telephone jack.

BLANK SCREEN – Check if the adapter is connected properly.